

Director's Report

December 2024

Arlington Heights Memorial Library



Strengthen the library's service outside its walls



Youth Services Staff Member Receives National Honor

Youth Services Supervisor Alice Son was recognized by American Library Association (ALA) and James Patterson for the amazing work she provides to the community. In celebration of Patterson's book, *The Secret Lives of Booksellers & Librarians*, the author made a special donation to honor select ALA members. ALA President Cindy Hohl stated in a press release, **"We are delighted to announce the bonus recipients to recognize them with this national honor."**

AHML Engages Customers Where They Are

- Youth Services and Bookmobile staff engaged with 559 second grade students at 10 different schools last month. At this age, young customers exercise more independence choosing books for themselves. During these visits students learned about the bookmobile, how to borrow books from the library and how to browse for books.
- Staff members from Digital Services, Community & Circulation Services and IT engaged with over 200 students and family members at Harper Experience Day. Attendees stopped by the library's table to learn about library services, try equipment from the Library of Things collection and more.



AHML Continues to Build Upon Partnerships

Arlington Heights Park District (AHPD): Youth Services outreach staff deliver services to AHPD's seven preschool sites. Last month, Youth Outreach Specialist Kim helped preschoolers celebrate Pajama Day—she brought her own robe, slippers and favorite stuffed bear to join in the fun. Storytime visits are designed to bring books to our area preschools while building the connection between students and the library.



School District 23/Prospect Heights Public Library: Through a partnership with Prospect Heights Public Library, 41 library cards were processed for minors attending District 23 schools who reside in Arlington Heights Memorial Library District.

School District 25: Circulation Assistants processed library card applications for District 25 students and teachers in October and November. In total, 443 minor cards and 140 teacher cards were issued and delivered to the District, along with many renewals on existing accounts.

Trickster Cultural Center: As part of AHML's Native American Heritage Month, Neal and Emily from Programs & Exhibits organized and led a dynamic tour of the Trickster Cultural Center. Sixteen participants met at this local cultural hub to gain an immersive and deeper understanding of Native history and culture. The success of this offsite program shows there's strong interest in unique cultural experiences beyond our library walls.

At the library, Genealogy & Local History Librarian Eddie hosted Gina Roxas, Director of the Trickster Cultural Center, for an engaging evening program. Roxas delved into the vital work of the Trickster Center in elevating contemporary Native history and addressing issues of representation and appropriation.





Grow the use of our services and resources

AHML Marks Veterans Day with Programs & Displays



For a second year, Programs & Exhibits Specialists Emily and Neal partnered with local Veteran's organization SALUTE, Inc. on a Veterans community exhibit. A total of 36 Veterans, active military members and their family members created suncatchers featuring photos and beautiful colors during our decorating days in November. The suncatcher exhibit decorated the Dunton entrance windows through December 4.

Local author Robert Mueller enthralled 40 attendees with information about the Battle of the Bulge and the heroes who fought for freedom. Several people brought historical family mementos to discuss with him.



Self-Publishing Workshops During National Novel Writing Month

Info Services Librarian Steven hosted two successful self-publishing workshops in November, attracting nearly 30 published and aspiring authors. These practical sessions provided participants with essential business skills to navigate the self-publishing industry. Topics included finding reliable editors and cover artists, as well as effective marketing and sales strategies.



Collection Services Helps Reduce Barriers to Access Materials

To reduce barriers in accessing materials, the Collection Services Department completed enhancements to the Kids' World board books and the New & Popular materials which make it easier for staff and customers to locate these materials.

The board books now feature a prominent initial on the front covers and spines that correspond to the author's last name. Thank you to Collection Librarian Candy for devising this system and to Cataloging and Processing staff for making the change. The New & Popular materials are now loosely categorized into subgroups according to the author's last name: A-C, D-H, I-M, N-R and S-Z.



Vinyl Sticker Printer Coming Soon to Makerplace Equipment Lineup

The Primera LX610 Color Label Printer, generously funded by the Friends of the Library, will be available to customers at the Makerplace in January 2025. This machine can print and cut full-color vinyl stickers up to 4 inches wide from a 150-foot roll. Makerplace staff are currently training on the new equipment and developing training materials and handouts for Makerplace customers.



Makerspace Branch Assistant Manager Chris Krueger used the equipment to create custom QR code labels to easily direct customers to the Makerplace's online training video archive. The QR code labels are affixed to equipment with corresponding video content. Since adding these stickers in early November, we've seen a 98% increase in video views compared to the previous month. This accessibility boosts customer knowledge and reduces the need for staff-led training, helping customers get up to speed and start creating at the Makerplace.

AHML Engages the Community Through Programs & Experiences at the Library

- After a two-month hiatus, Program & Exhibits Specialist Neal brought back Guided Meditation, with 15 participants ready for the much-needed reset it offers. Attendees were grateful to have meditation back on the schedule, indicating it's become an important monthly ritual for them.
- The ESL & Literacy team planned and facilitated 44 programs with 523 people in attendance. Community partners District 214 taught four programs at the library as well. Positive feedback was received by ESL office staff due to their willingness to do new student intakes in the student's native language. Accommodating customers like this makes them truly feel welcome in our library.

- Chef Grace Goudie returned to the Makerplace Kitchen with her popular Thanksgiving Sides class. Attendees learned to make garlic mashed potatoes, crescent rolls with jam and brie cheese and a festive salad. When asked "What did you enjoy the most about the class?" one survey respondent shared, ***"The camaraderie and interaction with neighbors in the community!"***





Enhance the library's role in the everyday lives of the Arlington Heights community



AHML Brings Back Día de los Muertos Celebration

Over 150 people attended the library's first Día de los Muertos Celebration in nine years in early November. The Programs & Exhibits Department, Community Engagement Liaison Catalina and Youth Services Specialist Dana led attendees through a wide variety of cultural activities including games of Loteria, making paper marigolds, tasting pan de muerto (bread of the dead), exploring the traditional offerings featured in our ofrenda and snapping photos with the beautiful display of culture.

In Lindsey Room, attendees worked with ofrenda artist Teresa Magaña to paint skull shaped magnets to look like sugar skulls. A scavenger hunt invited attendees to explore the building and earned them a delightful assortment of themed stickers and erasers. Families shared positive feedback from the moment they checked in, most full of pride to see their cultural traditions showcased at the library. One survey respondent shared: ***"It was inclusive for all. I think it's important for everyone to know about celebrations of our neighbors."***

Winnie the Pooh & Corduroy Go Head-to-Head in Teddy Bear Election

Nearly 1,400 young customers cast their vote for Winnie the Pooh or Corduroy in the Teddy Bear Election in Kids' World. This special election provided an opportunity for caregivers to discuss civics, current events and the presidential election with their children. The youth of Arlington Heights voted for Winnie the Pooh who ran on the platform that a honey pot would be guaranteed for every home!





Third Grader Wins Inaugural Library President for a Day Contest

Congratulations to Westgate Elementary third grader Hayden Kaufman on winning the coveted position of Library President for a Day. Kaufman was one of over 40 students in grades K-8 from various schools in the area who submitted a contest entry.

As part of the “presidential perks” for winning the contest, Kaufman kicked off the November Board of Library Trustees Committee of the Whole Meeting with a roll call, led the board meeting attendees in the Pledge of Allegiance, recited his winning submission and received a Key to the Library. He also hand-picked his favorite books, movies, video games and more, which were displayed in Kids’ World. Special guest Superintendent Dr. Brian Kaye was in attendance on behalf of District 25.



Holiday Season Kicks Off at the Makerplace

In preparation for this year’s holiday season at the Makerplace, Makerplace Specialist Lisa created new sublimation projects featuring mugs and t-shirts as well as 3D printed snowflakes and a cookie cutter. She also crafted winter-themed earrings, which she laser etched and cut. These items are on display at the Makerplace and the Tech Bar at the library. In addition, Makerplace Advisor Beth and Makerplace Specialist Kate collaborated with the Communications & Marketing Department on a December newsletter feature highlighting easy gifts to make at the Makerplace.





Over 100 Job Seekers Attend Job Fair at the Library

Info Services Librarian Lynnanne, in collaboration with the Illinois Department of Employment Security (IDES), hosted a successful Job Fair in November. The event brought together 18 employers from a wide range of industries and 109 job seekers. Attendees were able to distribute resumes, network with potential employers and explore job opportunities.



Millennial Mingle Brings Emerging Adults to the Library

Nikki and Emily from Programs & Exhibits welcomed 20 and 30 somethings to the library for an evening of pizza, games and getting to know each other. The attendees shared feedback about upcoming 20s and 30s programs. In addition to gathering feedback from the 18 attendees, the Programs & Exhibits and Communications & Marketing Departments are circulating a survey to collect additional feedback from community members between the ages of 20-39. The survey results will provide direction for the event series which launches in January.

Makerplace Fosters Community Connection & Inspires Creativity Through Experiences



Makerplace meet-ups continue to thrive as engaging spaces where the community can connect with fellow creatives, enjoy each other's company and share their work. In November, eight crafters attended the Fiber Arts meet-up and eleven makers attended the new Maker Show & Tell. Additionally, Chef Brian welcomed over ten customers to his Talk & Taste drop-in session.

Makerplace Specialist Kate and Programs & Exhibits Specialist Emily celebrated the end of the "Inspired By" Art 2024 season. The program was a retrospective of the series,

looking back at each of the artists and projects, from painting and pottery to punch-needle embroidery, collage, window clings and more. Thirty-six artists participated in two lively sessions and each artist created a 4x4 inch piece of art which will be displayed as part of the Tiny Art Show in December.




What Customers Are Saying




"All of this information will be very useful to me for the rest of my life!"

-Accessibility Tools & Assistive Technologies Program Attendee




"Our library is the best and my family always enjoys our time there."

-Día de los Muertos Event Attendee




"I've been so grateful for all the resources the AHML has to offer for me and my nonprofit."

-Professional Headshots Program Attendee




"It was my first time attending a program like this at AHML. I appreciate the various resources and programming that this library offers!"

-Growing Up Native in Illinois: Local History Storytelling Program Attendee



"Culinary classes with Chef Grace are always amazing! She makes things so interesting, explaining the entire process of preparing the dish. Her easy going, pleasant personality is also the reason why these classes are so popular!"

-Thanksgiving Sides Culinary Class Attendee



"I enjoyed learning something brand new to me. I also enjoyed using some new tools and knowing that this is an affordable hobby if I decide to pursue it."

- Soldered Glass Jewelry Class Attendee

Arlington Heights Memorial Library

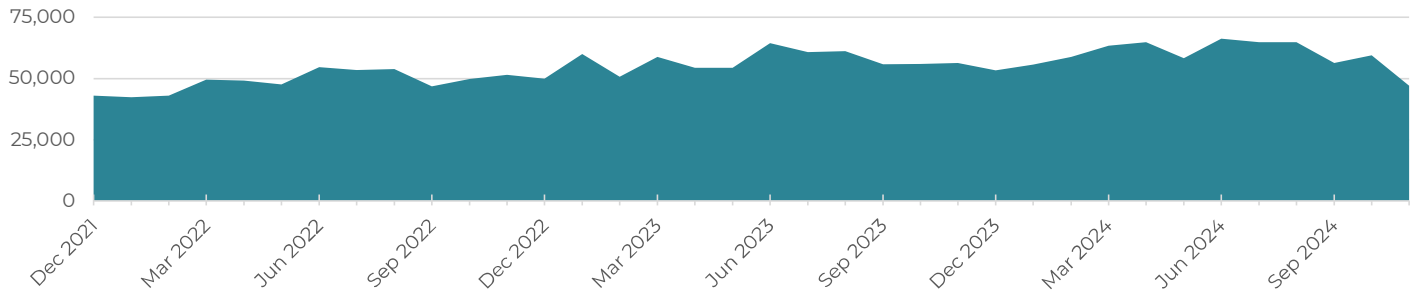
November 2024 Dashboard

Library Visits

76% of library customers in November visited the Main Library. Year to date, library visits are up 7.6%.

	November			2024 YTD	2023 YTD	Change
Main Library	35,704	76.0%		524,825	507,547	3.4%
Drive-Up	4,896	10.4%		56,516	55,988	0.9%
Bookmobile	1,877	4.0%		24,681	23,403	5.5%
Makerplace	1,620	3.4%		17,017	14,415	18.1%
Senior Center	1,451	3.1%		13,922	11,610	19.9%
Outreach	1,432	3.0%		22,436	N/A	
Total	46,980	100%		659,397	612,963	7.6%

Total Visits



Room Use	November	2024 YTD	2023 YTD	Change	Trend
Hendrickson Room	7	111	123	-9.8%	 December 2023-November 2024
Conference Rooms	1,304	13,772	13,025	5.7%	
Total	1,311	13,883	13,148	5.6%	

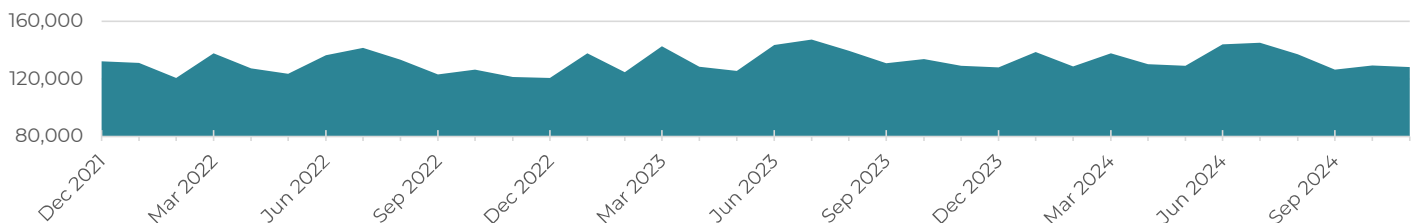
Library Cards ¹	November	2024 YTD	2023 YTD	Change	Trend
Resident	479	4,395	4,608	-4.6%	 December 2023-November 2024
Reciprocal	116	1,259	1,383	-9.0%	
Purchased	0	7	6	16.7%	
Total	595	5,661	5,997	-5.6%	

Circulation

18% of checkouts in November were Audiovisual items. Year to date, total checkouts are down -0.58%.

	November			2024 YTD	2023 YTD	Change
Print	72,158	56.4%		849,171	859,618	-1.2%
Downloadable	23,140	18.1%		255,502	239,683	6.6%
Audiovisual	23,059	18.0%		262,242	280,675	-6.6%
Other	9,400	7.3%		102,592	98,039	4.6%
ILL	246	0.2%		4,010	4,029	-0.5%
Total	128,003	100%		1,473,517	1,482,044	-0.58%

Total Checkouts



¹ New cards only. Does not include renewals.

Arlington Heights Memorial Library

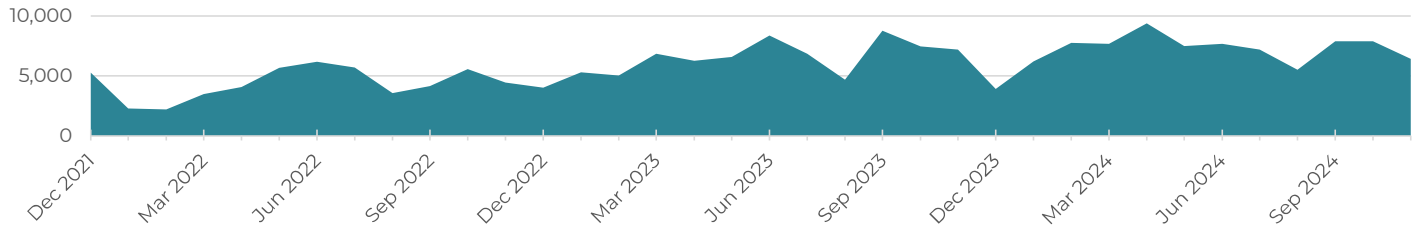
November 2024 Dashboard

Programs

3,656 customers attended Children programs in November, which represents 56.8% of all program attendees. Year to date, program attendance is up 10.7% across all audiences and program sessions are up 5.6%.

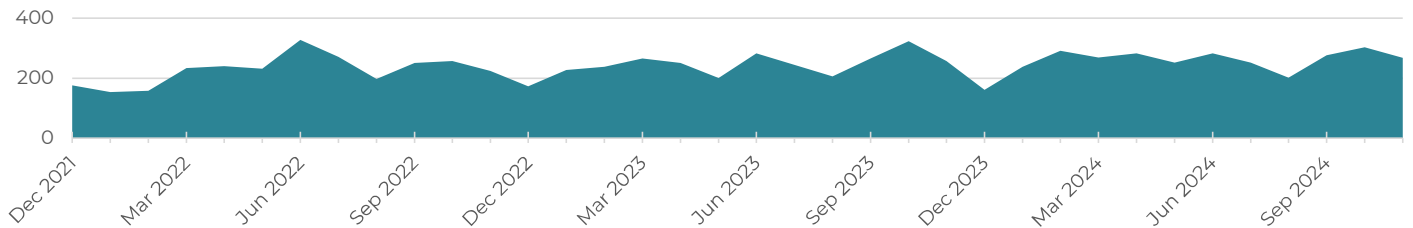
	Attendance	November		2024 YTD	2023 YTD	Change
Children	3,656	56.8%	<div><div></div></div>	41,439	35,073	18.2%
Adult	2,538	39.4%	<div><div></div></div>	36,185	33,623	7.6%
Teen	248	3.8%	<div><div></div></div>	3,511	4,629	-24.2%
	6,442	100%		81,135	73,325	10.7%

Attendance



	Sessions	November		2024 YTD	2023 YTD	Change
Adult	171	63.8%	<div><div></div></div>	1,926	1,784	8.0%
Children	83	31.0%	<div><div></div></div>	818	812	0.7%
Teen	14	5.2%	<div><div></div></div>	175	169	3.6%
	268	100%		2,919	2,765	5.6%

Sessions



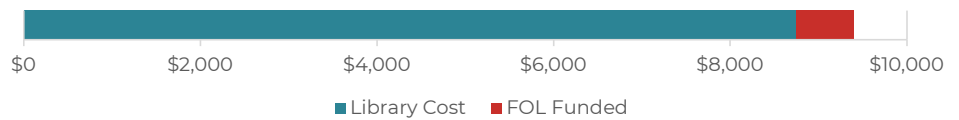
Total Program Cost

\$9,396.45

FOL Funded

\$650.00

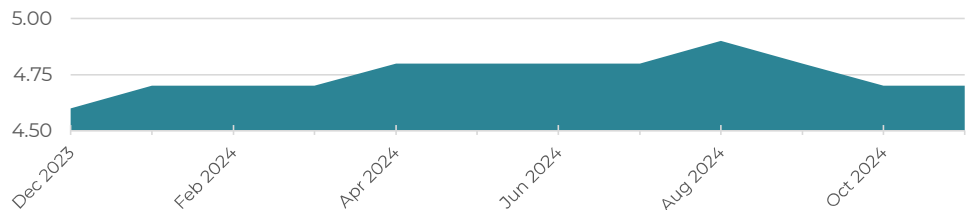
6.9%



Program Satisfaction

4.7 / 5

out of 71 programs



Supplementary Programs and Activities²

	November	Trend	2024 YTD	2023 YTD	Change
Attendance	5,630	<div><div></div></div>	40,341	39,960	1.0%
Sessions	23	<div><div></div></div>	235	241	-2.5%

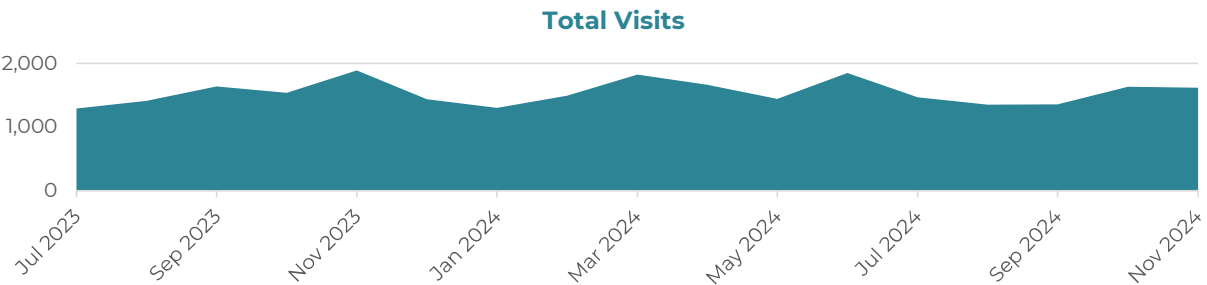
December 2023-November 2024

²Supplementary programs and activities are planned events where customers participate on their own, instead of at a designated time with a group. Registration is not required.

Arlington Heights Memorial Library Makerplace

November 2024 Dashboard

	November	% New Users	2024 YTD	2023 YTD	Change
Makerplace Visits	1,620	4.5%	17,017	14,415	18.1%
	New Users ³				
	November		2024 YTD	2023 YTD	Change
Makerplace	54	74.0%	659	635	3.8%
Kitchen	6	8.2%	189	224	-15.6%
Makerplace & Kitchen	13	17.8%	145	156	-7.1%
Total	73	100%	993	1,015	-2.2%



Equipment Usage ⁴	November		2024 YTD	2023 YTD	Change
Fabrication	267	57.2%	2,282	1,890	20.7%
Small Tools	81	17.3%	777	616	26.1%
Sewing	78	16.7%	759	546	39.0%
Technology	37	7.9%	419	392	6.9%
Art	4	0.9%	41	50	-18.0%
Total	467	100%	4,278	3,494	22.4%

Program Attendance ⁵	November		2024 YTD	2023 YTD	Change
Culinary	111	33.0%	1,301	1,373	-5.2%
Maker	201	59.8%	1,508	1,060	42.3%
Tour	0	0.0%	93	175	-46.9%
Other	24	7.1%	515	313	64.5%
Total	336	100%	3,417	2,921	17.0%

	November		2024 YTD	2023 YTD	Change
3D Print Jobs	197		1,657	1,613	3%

	November		2024 YTD	2023 YTD	Change
eLearning ⁶	544		2,762	3,182	-13%

³ Measured by number of waivers signed for maker/fabrication, kitchen, or both

⁴ **Fabrication**: all fabrication room equipment except 3D printers; **Small Tools**: soldering irons, hand tools; **Technology**: design computers

⁵ **Culinary**: kitchen programming; **Maker**: hands on making programs (3D printing, laser cutting, sewing); **Tour**: attendance of facility tours prescheduled or drop-in

⁶ Niche Academy views of Makerplace resources